

USUO COVID-19 Safety Plan

Utah Symphony | Utah Opera (USUO) is committed to keeping staff, musicians, and patrons safe as we come back together to perform in the fall. We are working in conjunction with Salt Lake County Arts and Culture to follow CDC, state and county guidelines to maintain a sanitary facility and model best practices as an important part of the community. We will continue to update our procedures as new research is made available to us.

While we cannot eliminate the inherent risk in any environment we are dedicated to minimizing your risk as much as possible when you return to the offices.

1. BOX OFFICE & FRONT OF HOUSE

Utah Symphony | Utah Opera is committed to keeping you safe as we come back together to perform in the fall. We are working in conjunction with Salt Lake County Arts and Culture to follow CDC, state, and county guidelines to maintain a sanitary facility and model best practices as an important part of the community. As restrictions ease, we will be thoughtful in planning for gatherings in public spaces, continue to stay informed on the changing landscape, and act responsibly to preserve public health.

Safety Monitor:

For any safety concerns as you attend and enjoy our continued performances please find a Safety Monitor onsite. This will be Michelle Peterson, Melissa Robison, or a member of the Patron Services Team during any performance. Please let them know of any patron, FOH or other safety concerns. They are ready to handle any concerning or escalating behaviors from patrons.

Staff & Volunteer:

- Face coverings will be worn while interacting with patrons, and must cover both nose and mouth.
- Ticket takers will scan tickets without touching or taking them from patrons
- Employees working concessions (when open) will be required to wear gloves and face coverings.
- Concessions selections may be altered to protect patrons, including the use of individually wrapped foods and drink.
- Salt Lake County Arts & Culture Staff will monitor restrooms, elevators, lobbies, and exterior doors to ensure 6-foot social distancing and to prevent congregating

Patron Communications:

- New house rules and expectations will be prominently displayed on the website, social media channels, direct mail ads, ticketing site, emails to patrons, and signage at the venue.
- Signage and pre-concert announcements will tell patrons to stay seated until an usher dismisses them.
- Signage in the hall and on pre-concert screens as well as the pre-concert announcements will tell patrons to keep masks covering their mouth and nose during the entire performance.
- Information about what we are doing to mitigate the risk of patrons contracting COVID-19 will be shared at all points of communication: website, ticket agents, signs at the venue, etc.

- To ensure social distancing between households, the auditorium seating has been measured for six-foot distancing between seat groupings. Ticket buyers may only purchase tickets for seats located together, exclusive of this six-foot distancing, if the attendees are in the same household. Advance verification that grouped seats will only be used by members of the same household will be required for entry into the auditorium. This includes direct verification by ticket buyers that all attendees in a seat grouping, without six-foot distancing, are members of the same household. A household is defined as those living within the same house or dwelling unit. If attendees who are seated together are not in the same household their tickets may be relocated, exchanged, or refunded.
- Patrons will be asked to verify they do not have any COVID-19 symptoms before attending the performance. Updated exchange policy will indicate that patrons with symptoms can exchange their tickets to another performance date up to the time of the performance. Performance date must be at least 30 days in the future OR after they have had a negative test result OR after they are symptom-free for 24 hours without medication and it has been 10 days since testing positive for COVID-19. Phones will be available to accommodate this and other patron questions by box office staff.
 - Patrons with symptoms should be encouraged to use a portion of their ticket value to purchase a virtual ticket for the performance if it is available and they are feeling well enough to participate.
 - Exchanges can/should be done through the mobile app.

Box Office Hours

- Walk-up service at the box office is by appointment only on non-performance dates. Doors will be locked outside of performance hours.
- Public hours, when walk-up without an appointment is available, are on the day of the performance, starting at 4 PM for evening performances & two hours prior to the performance for morning performances or matinees. Individuals with symptoms will not be admitted into the box office lobby.
- Ticket agents will continue to work from home outside of public hours.
- Individuals who are at [increased risk for severe illness](#) will be encouraged to call in to the box office or order online. If virtual options fall short, these individuals may attend special hours from 4 PM - 5 PM (or the first hour the box office is open) or make an appointment to visit the box office outside of public box office hours.

Tickets & Seating:

- To ensure social distancing between households, the auditorium seating has been measured for six-foot distancing between seat groupings. Ticket buyers may only purchase tickets for seats located together, exclusive of this six-foot distancing, if the attendees are in the same household. Advance verification that grouped seats will only be used by members of the same household will be required for entry into the auditorium. This includes direct verification by ticket buyers that all attendees in a seat grouping, without six-foot distancing, are members of the same household. A household is defined as those living within the same house or dwelling unit. If attendees who are seated together are not in the same household their tickets may be relocated, exchanged, or refunded.

- Seats will be assigned manually by the ticket office. All seats will be sold unseated via the website. Select a seat will not be available online until social distancing is no longer necessary.
- No tickets will be printed prior to the day of the performance. All tickets will be distributed in advance through the mobile app, which patrons will be asked to download in advance. If patrons need to pick up tickets at will call, they will be printed on the night of the performance at the window.
- To accommodate contact tracing, third party will-call tickets need to be put under the account of the person attending.
- Walk-up sales are not encouraged.

Protocols for Window Transactions

- One-way entrance and exit from the ticket office lobby with social distancing indicators.
 - Doors are propped open so patrons do not need to touch door handles to enter the ticket office lobby. When it is cold, a volunteer may need to be available to open and close doors for patrons. Heaters are available for people lined up outside during inclement weather. Patrons are encouraged to bring personal umbrellas during wet weather.
 - At Abravanel Hall: Patrons enter from the north and exit from the south (near the bathrooms). South exit to the ticket office lobby is roped off and signage is posted indicating "exit only."
 - At Capitol Theatre: Patrons enter from the east doors and exit through the west doors. Exit is marked indicating "Exit Only."
 - Volunteer outside will distribute masks as necessary and check that patrons have completed the Health Survey distributed by marketing.
 - Signage encourages patrons to send only one person from their party to the box office window to pick up tickets. The remainder of the party should wait outside or in the lobby.
 - Signage encourages patrons to use the mobile app or remote assistance for all questions or transactions that do not require tickets to be printed.
 - Sidewalk outside the ticket office will be marked to show where patrons should stand to keep 6-foot distance.
 - Masks covering the mouth and nose are required for all ticket office staff and patrons who enter the ticket office lobby. A volunteer will immediately provide a face covering to any patron who attempts to enter the ticket office lobby without one. Large signage will indicate that face coverings are required at all times in the ticket office lobby.
- No paper brochures will be available in racks inside the box office. Ticket agents can pass paper brochures to customers upon request. Ticket agents should use hand sanitizer before handling brochures. Signage near brochures will remind ticket agents of this protocol.
- Plexiglas shields will be installed at the ticket windows with a space underneath to pass tickets. Every other counter will be closed to allow for social distanced lines.
- No cash will be accepted at the ticket office. Ticket agents will not be given a money bag for their shift. Posted signage will indicate NO CASH TRANSACTIONS.

- Point of Sale system will allow patron to tap or swipe their own card without the ticket agent having to handle their credit card. It will be wiped down after each transaction.
- Tickets will not be pre-printed for physical will call and will only be printed in person upon request by the patron. Ticket agents will not share ticket printers. Each ticket agent working will have a dedicated printer. Printer will be wiped down after each use. Hand sanitizer should be used before handling tickets.
- Ticket window counters will be wiped down between patrons. A dedicated staff member or volunteer will be assigned to wipe down public areas (counters, payment systems, etc.). Ticket agents will take care of regularly wiping down areas on their side of the Plexiglas shield.
- Computers will be sanitized between shifts. Ticket agents will not share computers during shifts.
- All transactions must take place within a Tessitura account. A phone number, email address, and physical address will be required to complete all transactions to allow for contact tracing.

Guest Services

- Assisted listening devices will be available for patrons at the usual locations.
- Booster seats will be available at Patron Services counters.
- Curbside Assistance is suspended until further notice.
- Coat Check service is suspended until further notice.
- Gift Shops are closed at this time, but you can make online purchases for pick up or shipping.
- Hand sanitizing stations will be available in the lobbies of each venue.
- Six-foot social distancing and risk awareness signs will be posted throughout at entries, ticket windows, patron services desk, concessions, and in restrooms and elevators.

Programs

- Programs will be available on our mobile app and online.

Patron Entrance & Exit Procedures:

- Masks covering the mouth and nose are required at all times for patrons to enter Abravanel Hall.
- Hand sanitizer will be located throughout the lobby for public use.
- Feel free to bring a personal water bottle.
- Patrons will be complete a survey to confirm they are free of COVID-19 symptoms before entering the hall. If a patron does not complete the survey before entering the hall, they may take it upon arriving. Volunteers will manage this screening process.
- Patrons will be greeted by an usher who will scan their tickets and ensure they are appropriately masked. If a patron does not have a mask, the ushers will offer one or offer options of watching virtually or turn them to the ticket office for a refund or exchange.
- Patrons will verify that they are attending with members of the same household: defined as those living within the same house or dwelling unit.

- Patrons should proceed straight to their seats or to the restrooms. No loitering in the Lobbies will be permitted. Ushers and the Event Supervisor will direct patron flow to mitigate gathering.
- Once seated, patrons will be asked to stay in their assigned seats and not move into empty seats.
- The attending usher will call the elevator and push the appropriate floor button for the patron.
- Ushers will not touch patrons' tickets, no printed programs will be handed out, and the Usher will remain socially distanced at all times throughout the seating process. Their last action before leaving the patron(s), once seated, will be a reminder to wear their mask throughout the concert and to wait in their seat at the end of the performance for direction to exit the theater.
- Audience will be advised of the dismissal procedure from the performance by an onstage announcement using visual and audio cues. Patrons will be dismissed at the Ushers' direction, by row starting with those seated in the last rows. Patrons must remain in their seats until they are directed to exit.

Cleaning and Disinfection:

- Cleaning routines and products are in accordance with CDC and County Health Department guidelines
 - o All cleaning and disinfecting products will meet EPA criteria for use against the COVID-19 virus
 - o Cleaning routines will ensure that cleaning products maintain proper surface exposure time to adequately disinfect the surface
- Prior to each event cleaning crews will conduct a thorough cleaning and sanitizing routine, including electrostatic cleaning, according to CDC and Health Department standards. (An electrostatic sprayer is a method of applying disinfectant that is electronically charged to allow 360-degree coverage on services. We are using 3M Brand C-DIFF solution which kills 99.9% of the virus).
- Dedicated venue staff or contracted cleaning crews will sanitize high touch areas before, during, and after performances including but not limited to elevator buttons, stair railings, drinking fountains, and door handles
- Open restrooms will be cleaned and disinfected regularly, particularly high-touch surfaces such as faucets, toilets, stall doors, doorknobs, countertops, diaper changing tables, and light switches, prior to doors opening, once the performance begins, and after the performance.
- Restrooms will be adequately stocked with supplies for handwashing, including soap and water or hand sanitizer with at least 60% alcohol, paper towels, tissues, and no-touch trash cans.

HVAC System:

- Salt Lake County Facilities Management and A&C believe that the health and safety of patrons, Contractors, and employees of Salt Lake County is a top priority. Research indicates that HVAC systems play an important role in mitigating the spread of COVID-19. SLCO Facilities Management & A&C are following CDC and ASHAE best practices to help slow the spread.
- HVAC System: All County venues have the following CDC and ASHAE recommended HVAC processes in place:

- Air filters replaced routinely
- Daily purging of HVAC systems
- Increased circulation of outside air to a minimum of 20% (from a standard 10%) and opened up to 100% based on outside air temperature and its effect on the ability to maintain indoor temperatures.
- Use of MERV 11 filters at Abravanel Hall; Use of two stage filtration system (MERV 11 and MERV 15-17 grade) at Capitol Theatre.

2. STAFF

Returning to Work:

- Before returning to work, all staff will complete an online safety tutorial and sign a pledge document agreeing to follow safe practices of social distancing and mask wearing in our daily lives, honest reporting of symptoms, and guaranteeing that we will make best efforts to keep yourselves and our colleagues safe. Musicians will do the same in order to return to work safely.
- Only employees who cannot perform their regular duties remotely should be commuting to work at Abravanel Hall or the Production Studios. If you have questions about whether or not you should be working onsite, please discuss directly with your Department Head.
- Visitors will not be allowed in the offices. Meeting with outside associates should be scheduled virtually or offsite.

Entrance/Exit Procedure:

- Before coming to work, please do a self-check, including checking your temperature. If you are experiencing any known COVID-19 symptoms that cannot be attributed to another health condition or have been exposed to COVID-19 in any known way (see the Practices for Sick Employees Section below), please stay home and contact your Department Head, who will notify HR, immediately.

Abravanel Hall Staff

- All staff shall enter Abravanel Hall through the security entrance. Enter main AH offices through the kitchen door (drop off lunch on the way to your work space), which will remain propped open to minimize surface spread. Ticket Office staff will enter Abravanel Hall through the Ticket Office Doors. Signage will be placed accordingly.
- All USUO staff shall properly wash or sanitize their hands immediately upon entering the building (work room, kitchen sink, and restrooms will be available with soap and wipes).
- Check in at the front desk to confirm an online symptom disclosure form has been filled out for the day. This should be completed at home before commuting to work.

- There is a non-contact thermometer at the front desk to use if you may be developing a fever. Please use one of the gloves at the front desk when handling and sanitize before/after use.
- Exit AH offices through the front desk door and exit the building through the lobby (exit to the alley). Signage will be placed accordingly.

Production Studios Staff

- All USUO staff shall properly wash or sanitize their hands immediately upon entering Production Studios (kitchen and restroom sinks will be available) through the entrance closest to your office. There will also be bottles of hand sanitizer by each entrance.
- There is a non-contact thermometer at the front desk to use if you may be developing a fever. Please use one of the gloves at the front desk when handling and sanitize before/after use.
- Specific information regarding entrance/exit procedures during Opera rehearsals will be sent out closer to rehearsal dates.

Personal Protective Equipment & Social Distancing

- Properly worn masks and 6-foot social distancing are required in Abravanel Hall and Production Studios. Masks must be worn at all times unless you are alone in your office
- Masks should be worn when meeting with colleagues, when walking around common areas such as the kitchen, workroom, and hallways, and when entering and exiting the building. Please respect others' office space in open areas such as the front desk and cubicles.
- Every employee is asked to provide their own masks. Some disposable masks will be available at the front desk, but supply will be limited.
- The following mask types are *not* adequate protection: masks with exhalation valves or vents, face shields, bandanas and neck gaiters. If you choose to wear one to any service, you will be asked to remove it and given a disposable mask instead.
 - From the [CDC](#): "The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance."
- Hand sanitizer and Lysol spray or wipes will be available in common areas such as at the front desk, in the ticket office, in the work room, and in the kitchen.
- Door handles will be sanitized daily.
- After using equipment or counter/desk space in common areas (i.e. printer, fridge, cupboard handles, etc.), please wipe down with Lysol spray or wipes that will be provided
- Additional cleaning precautions will be taken.

Meetings

- In-person meetings are currently discouraged and should be done virtually via Zoom, Teams, or telephone. If in-person meetings are essential, please sit at a minimum of 6 feet apart to maintain social distancing and wear masks.

- If in-person meetings are needed, schedule meeting spaces with Kate Henry for Abravanel Hall and Brooke Hundley for Production Studios to ensure that there is adequate time between meetings and no double-booking of spaces.

Additional Information

- Safe capacities will be posted in each space and outside elevators.
- HVAC System at AH & Capitol Theatre: All County venues have the following CDC and ASHAE recommended HVAC processes in place:
 - Air filters replaced routinely
 - Daily purging of HVAC systems
 - Increased circulation of outside air to a minimum of 20% (from a standard 10%) and opened up to 100% based on outside air temperature and its effect on the ability to maintain indoor temperatures.
 - Use of MERV 11 filters at Abravanel Hall; Use of two stage filtration system (MERV 11 and MERV 15-17 grade) at Capitol Theatre.
- Water fountains will be out of order, but the water bottle filling station in the work room at Abravanel Hall and in the kitchen at Production Studios will be available for use. Wipe down after use with a sanitizing wipe, which will be available. Please bring your own water bottle from home.
- The public coffee makers will not be used at this time.
- The kitchen will be open, but we encourage staff to eat in their own workspaces or outside rather than congregating in the kitchen or Musicians' Lounge.
- All restrooms will be available for use, although orchestra restrooms at Abravanel Hall will be reserved for orchestra musicians during services. Upon exiting restrooms, wipe down surfaces and handles with disinfectant wipes.
- We encourage employees to provide their own medicine, cough drops, and feminine hygiene products, rather than using the supply at the front desk. Kleenex will be provided.
- For instructions on use of company vehicles, please contact Lyndsay Keith or Brooke Hundley.
- All doors that are propped open should remain left open in an effort to minimize surface spread.

COVID-19 Exposure:

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms may have COVID-19. Stay home and obtain a medical test if symptoms persist for 3-5 days. Immediately seek medical care, however, if you are having trouble breathing; you are breathing very fast; you are weak and unable to stand; you are displaying blue color around the lips or face; you are experiencing persistent pain or pressure in the chest; you are experiencing new confusion; or if you cannot stay awake. Please continue to check [here](#) for CDC updates.

- Fever or chills
- Cough

- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

What should I do if I test positive for COVID-19?

- Isolate right away—stay home and away from other people. The health department and/or USUO will call you to find out who you were in close contact with up to 2 days before getting sick or testing positive. The health department may also call USUO to gather contact tracing information and ask for others to test or isolate.
- Alert your immediate supervisor and Department Head who will then notify HR.
- Your household should quarantine for 14 days.
- You cannot return to work until your symptoms discontinue and you have been fever-free for 24 hours without medicine AND it has been at least 10 days since your first had symptoms or tested positive. If you have been told by a public health worker that you can end isolation and you are feeling well, you should return to work. HR should be notified upon returning to work. A doctor's note will not be required to return to work.

What should I do if I was in close contact with someone who tested positive for COVID-19?

- The health department and/or USUO may ask you to quarantine for up to 14 days. USUO will consult with health authorities regarding other varied situations and cases where protocols were followed but potential risk still exists and may require individual(s) to quarantine and test.
- [Close contact](#) means someone was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period* starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated.
- Alert your immediate supervisor and Department Head, who will then alert HR.
- Your household does not need to quarantine unless you develop symptoms and test positive for COVID-19.
- If you have been told by a public health worker that you can end quarantine and you are feeling well, you should return to work. HR should be notified upon returning to work. A doctor's note will not be required to return to work.

Test Results: An employee's test result is considered private health information and is kept confidential by public health. All test results will be reported to the Utah Department of Health and to the local health department in the health district where the employee lives. Public health only shares the names of employees who test positive for COVID-19 with an employer if it is necessary to find others who may have been exposed to the virus. An employee's name or test result is not shared publicly or with the media.

Cleaning after Exposure: Any areas at Abravanel Hall or Production Studios suspected to be exposed to COVID-19 will be closed off immediately. USUO and Salt Lake County Arts & Culture will follow CDC guidelines to wait 24 hours before cleaning the area and will take measures to increase air circulation during this waiting period.

Communication: USUO Administration will receive updates from the CDC, Salt Lake County, and public health authorities in the state of Utah. In the event of any cancellation of services and/or office shutdown prompted by the CDC or local authorities, information will be disseminated through the company via our Emergency Communication Procedures and our emergency text alert system. The Public Health Department and USUO Administration will work together to contact trace should the need arise.

Travel: Regardless of where you traveled or what you did during your trip, take these actions to protect others from getting sick:

- When around others, stay at least 6 feet (about 2 arms' length) from other people who are not from your household. It is important to do this everywhere, both indoors and outdoors.
- Wear a mask to keep your nose and mouth covered when you are outside of your home.
- Wash your hands often or use hand sanitizer.
- Watch your health: Look for symptoms of COVID-19, and take your temperature if you feel sick.

Follow [state](#) and local recommendations or requirements after travel.

Please keep advised of CDC Travel Health Notices when planning a trip:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

3. Utah Opera Production Protocols

Company Onboarding with COVID-19 Prevention Procedures

- Company Members are given these protocols and asked to sign off on the acknowledgement form at the end of the document, showing their understanding of the procedures and expectations.
- Completed forms will be collected by Michelle Peterson, Director of Production, at the Meet and Greet before the first rehearsal.

- Any questions or concerns with these procedures should be directed to Michelle Peterson or Christopher McBeth, Artistic Director.
- Everyone working in the rehearsal and performance spaces is expected to follow all protocols.

Prevention and Minimizing the Spread

Social Distancing:

- Maintain at least 6 ft. from other people when possible at all times.
- Salt Lake County Arts & Culture protocols require a 10-foot distance between performers; Utah Opera reserves the right to amplify this distance for the safety of its performers.

Handwashing and Hand Sanitation:

- Company Members are required to wash their hands upon entering the Production Studios.
- Hand sanitizer is available in each rehearsal space and at key entry points.
- Company Members are advised to wash and sanitize their hands frequently throughout the day.

Personal Protective Equipment (PPE):

- Face coverings/masks are required to be worn over the nose and mouth in the Production Studios and Capitol Theatre, in the following situations:
 - When walking around common areas such as the kitchen, green room, hallways, restrooms, and when entering and exiting the building.
 - All production staff and singers must wear a mask in rehearsal at all times. Exceptions to this must be cleared by Christopher McBeth.
- From the CDC: “The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance”.
 - The following mask types are *not* adequate protection: masks with exhalation valves or vents, face shields (when worn without a mask underneath), bandanas, and neck gaiters.
- Utah Opera maintains a stocked supply of gloves, hand sanitizer, and disinfectant spray on site.
- Company Members are expected to provide their own face coverings and highly encouraged to bring their own supplies as well.
- A no-contact thermometer is available on site. Please use gloves when handling and sanitize before/after use.

Cleaning Procedures:

- Disinfectant spray and/or wipes are available in common areas.
- Please wipe down door handles upon leaving the restrooms.
- After using equipment or counter space in common areas (i.e. fridge, cupboard handles, table), wipe down contacted areas with provided supplies.

- After using rehearsal equipment (i.e. music stand, piano in practice room), wipe down contacted areas with provided supplies.
- Facility spaces will be cleaned once a week.

Green Room Etiquette:

- Company Members are encouraged to use this space to eat or take a break, while maintaining proper social distancing and cleaning procedures.
- Room capacity: 10 people
- The coffee maker will not be used at this time.
- A water-filling station is available (cold, room temperature, and hot water) and Company Members are encouraged to bring their own drinks containers.
- If you use Company-provided dishes, please place in dishwasher for proper sanitization.

Rehearsal Space Procedures:

- Both Rehearsal Hall and Chorus Studio will be utilized as rehearsal spaces.
- Spaces will be accessible **no more than 5 minutes** prior to the start of rehearsal.
- To allow air changes and healthy circulation, rehearsals are limited to 90 minutes at a time, and then a short break will take place before moving to another rehearsal space.
- Refrain from entering and exiting the rehearsal space during the 90-minute sessions unless absolutely necessary.
- Please keep doors closed at all times.
- Guests are not allowed to observe rehearsal unless prior approval is granted by Production Staff/Stage Management.
- Spacing guidelines will be created in each space to manage proximity.
- Plexiglas shields will be provided for stage management table, conductor, and pianist.
- Each Company Member will be assigned their own chair and music stand in rehearsal spaces and are asked to help keep the area around their space clean and sanitized.
- Room capacities:
 - Small practice rooms: 1 singer or pianist
 - Large practice room: up to 2 singers and 1 pianist
 - Rehearsal Hall (1st floor): coaching and staging, larger ensembles
 - Chorus Studio (3rd floor): coaching and staging, larger ensembles
 - Each singer will be assigned a practice room to be shared with one other artist.
- Use wipe in/wipe out procedures.
- Elevator is limited to 1 person at a time.

Rehearsal Space HVAC Procedures:

- A 30-minute air exchange will occur immediately following each rehearsal/coaching.
- The space must be completely vacated, with doors closed, for the full 30 minutes.
- Signage will be placed on doors indicating when the room is next available.

Costume Fitting Procedures:

- Masks will be worn by everyone involved in the fitting.
- Staff will wear gloves.
- Gloves and safety goggles are available for artist use but are not mandatory.
- Measuring tape is sanitized before each use.
- Fittings will take place in a room that has its own ventilation system.
- Fittings schedule will allow 30 minutes for proper air changes.
- Costumes are sanitized using an Ultraviolet C light (a germicide, fungicide, and virucide)
- Combination of light, ozone, and oxidation creates sterilization.
- Light will be operated by wardrobe personnel only.

At Home Health Screening:

- Company Members are asked to monitor their temperature before coming to work to ensure it is below 100.4° F.
- Additionally, Company Members should review the following list before coming to work. Stay home and contact Stage Management if you are experiencing any these symptoms *that cannot be attributed to another health condition*:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea

COVID-19 Exposure

What should I do if I test positive for COVID-19?

- Isolate right away – stay home and away from other people as much as possible. The Health Department and/or USUO will call you to find out who you were in close contact with up to 2 days before getting sick or testing positive. The Health Department may also call USUO to gather contact tracing information.
- Alert Stage Management immediately, who will then notify management and production.
- Your household should quarantine for 14 days.
- You cannot return to work until your symptoms discontinue and you have been fever-free for 24 hours without medicine AND it has been at least 10 days since you first had symptoms or tested positive. If you have been told by a public health worker that you can end isolation and you are feeling well, you may return to work. A doctor's note will not be required to return to work.

What should I do if I was in close contact with someone who tested positive for COVID-19?

- [Close contact](#) means someone was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period* starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated.
- Alert Stage Management immediately, who will then notify management and production.
- The Health Department and /or USUO will ask you to quarantine for up to 14 days.
- Your household does not need to quarantine unless you develop symptoms and test positive for COVID-19.
- If you have been told by a public health worker that you can end isolation and you are feeling well, you may return to work. A doctor's note will not be required to return to work.

Test results:

- An employee's test result is considered private health information and is kept confidential by public health. All test results will be reported to the Utah Department of Health and to the local Health Department in the health district where the employee resides. Public health only shares the names of employees who test positive for COVID-19 with an employer if it is necessary to find others who may have been exposed to the virus. An employee's name or test result is not shared publicly or with the media.

Cleaning after Exposure:

- Any areas at the Production Studios or Capitol Theatre suspected to be exposed to COVID-19 will be closed off immediately. USUO and Salt Lake County Arts & Culture will follow CDC guidelines to wait 24 hours before cleaning the area and will take measures to increase air circulation during this waiting period.

Communication:

- USUO Administration will receive updates from the CDC, Salt Lake County, and public health authorities in the state of Utah. In the event of any cancellation of services and/or office shutdown prompted by the CDC or local authorities, information will be disseminated through the company. The Public Health Department and USUO Administration will work together to contact trace, should the need arise.

Travel: Regardless of where you traveled or what you did during your trip, take these actions to protect others from getting sick:

- When around others, stay at least 6 feet from other people who are not from your household. It is important to do this everywhere, both indoors and outdoors.
- Wear a mask to keep your nose and mouth covered when you are outside of your home.
- Wash your hands often and use hand sanitizer.
- Watch your health: look for symptoms of COVID-19, and take your temperature if you feel sick.
- Please be considerate of others when you make travel arrangements.
- Stay away from areas that are highly infected, as recommended by the CDC.

4. ORCHESTRA

The Symphony and the Orchestra Committee will meet regularly to review the Safety Plan, current Pandemic conditions, and current science. All parties will seriously consider the safety of all staff and musicians, and may choose to end live services if conditions are deemed unsafe.

COVID Safety Committee: The COVID Safety Committee will consist of one member of the Orchestra Committee and two Tenured Musicians appointed by the Orchestra Committee. It will be responsible for the review of all aspects of safety in the workplace due to the Coronavirus pandemic including but not limited to consultation on vocalist placement, stage plots, and backstage policies during the Waiver period. Any material developments or adjustments will need to be approved by the Symphony and the Musicians. It is understood that the COVID Safety Committee is an arm of the Orchestra Committee and as such, it is the Orchestra Committee who will ultimately review all workplace safety procedures.

Returning to Work:

- Orchestra musicians (including substitutes and extras) returning to work shall complete an online safety tutorial and sign a pledge document in which they agree to follow safe practices of social distancing and mask wearing in their daily lives, honestly report symptoms, and guarantee they will make best efforts to keep themselves and their colleagues safe.
 - Staff will do the same in order to return to work in the offices.
 - Guest Conductors and Artists will sign the pledge document and adhere to the Safety Plan.
- The first services in Abravanel Hall will include orientation of safe practices in the building.

- **Daily Testing Goal:** It is the parties' mutual intent to implement a daily rapid response testing protocol for all performing musicians, conductors, and backstage staff based on the availability and affordability of such tests and the recommendation of medical experts.
- **Testing:** By October 26, 2020, all Winds, Brass, Vocalists, and any other aerosol-producing performers participating in live services will be tested twice per work-week on a schedule as advised by medical experts. Aerosol-producing performers who were not tested twice in the prior work week will be tested and must prove a negative result before returning to work.
 - Prior to October 26, 2020, Winds / Brass may be utilized in Abravanel Hall without testing and with COVID Safety Committee approval under the following conditions: No more than a total of 12 Wind / Brass players onstage at a time, seated as closely to the airflow study recommendations as possible, distanced at 10 feet for no longer than 60 minutes at the end of a service.
 - Prior to October 26, 2020, up to 2 vocalists singing onstage at a time, staged at least 5 feet in front of the scrim may be utilized at Capitol Theatre without testing.

Entrance Procedure:

- Before coming to work, please do a self-check. If you are experiencing any known COVID-19 symptoms that you cannot attribute to another health condition (see pgs. 8-9 for more details), please stay home and contact the Orchestra Personnel Office as soon as possible.
- Use your best judgement to walk outside from the Salt Palace Garage and use the stairs rather than enclosed elevator spaces where feasible.
- All musicians will enter Abravanel Hall through the ADA entrance for every service. Before entering the Abravanel Hall or any other performance/rehearsal venues:
 - Each musician and staff member must fill out a symptom disclosure form which will be kept on file for 30 days to allow for contact tracing should the need arise. This form will be kept confidential. Please fill this out 90 minutes before the start of your first service each day.
 - Each musician should check in with a symptom checker who will:
 1. Confirm a symptom disclosure form has been filled out for the day
 2. Check temperature using a touchless thermometer (results will be kept confidential). If your temperature reads 100.4°F or higher you will be asked to go home (or wait 5-10 minutes for a re-check if there is concern the high temperature is related to an external factor).
 - a. You should obtain a PCR test 3-5 days after COVID-19 symptom onset or immediately seek medical care if you are having trouble breathing, you are breathing very fast, you are weak and unable to stand, or you are displaying blue color around the lips or face.

- b. Do not return to work until you are symptom-free; have a PCR-negative test; or you are fever-free for 24 hours without medication AND it has been 10 days since you tested positive for COVID-19.
- Orchestra Personnel will assign arrival times for every service in 10-minute blocks to mitigate crowding at the entrances. The office will send out a survey at the start of the season to every musician for warm-up window preferences. We will use best efforts to accommodate every individuals' needs. Orchestra Personnel will also take into account locker and instrument storage room access needs into staggered entrance times. Due to the evolving science behind wind and brass instrument aerosol production we ask those players make every effort to warm-up at home before coming to work to limit potential aerosol spread in the hall.
- Musicians should proceed straight to the stage to unpack and warm up. Cases and personal items will be allowed onstage but please leave what you can at home. Locker access needs should be worked out directly with Orchestra Personnel.
- Winds, Brass, and Vocalist Warm-Up: Winds / Brass may warm up onstage for no more than 5 minutes before the start of a service. If additional warm-up time is necessary, they may arrange for a private offstage warm-up space with the Orchestra Personnel Office. Vocalists will not be allowed to warm up onstage and must be provided a private space to warm up offstage. Winds, Brass, and Vocalists will not be allowed to play in any offstage common area without the express permission of the Orchestra Personnel Office.
- Musicians should come dressed for concerts. Locker rooms will not be accessible for changing.
- Signage and directional arrows will be added throughout the backstage area to reinforce a one-way flow. Program-specific onstage and offstage choreography will be emailed and verbally reinforced at one of the first services for that program.

Personal Protective Equipment & Social Distancing:

- Masks covering the nose and mouth and 6-foot social distancing are required at all indoor service venues. Masks must be worn backstage at all times even while keeping socially distant. If you have a chronic medical condition that prevents you from wearing a mask that is medically cleared by your provider, please contact the Orchestra Personnel Office immediately. Face mask guidance will be provided as part of the online back-to-work training.
 - USUO asks that musicians wear their own masks to work. We will provide disposable masks to any musician who requests one.
 - Masks should be worn until seated—those who are capable should continue wearing their mask throughout the service. Musicians who cannot feasibly wear a mask over their mouth and nose while playing should move it over the mouth and nose when resting or speaking.
 - All conductors will agree to wear masks during every service. A microphone will be provided.

- From the [CDC](#): “The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.”
- The following mask types are *not* adequate protection: masks with exhalation valves or vents, face shields without a mask covering the mouth and nose, bandanas and neck gaiters. If you choose to wear one of these face coverings to any service, you will be asked to remove it and given a disposable face mask instead.
- Hand sanitizer will be readily available in backstage areas.
- Please do not wear gloves to work. You will be asked to dispose of them to avoid cross-contamination.

Additional Backstage Information:

- Water fountains will be out of order but water filling stations will not. Please bring your own water bottles from home.
- Dressing rooms will be closed except for the Concertmaster room.
- Kitchen will be closed except for hand washing and percussion needs.
- Backstage doors will be propped open from the first assigned arrival time to the start of service and then again at the end of each service to mitigate surface spread.
- Safe capacities will be posted in each space and outside elevators.
- AH Restrooms: Large restrooms by the ticket office will be available during rehearsal services. Locker Room restrooms will utilize a footswitch light system to signal the number of individuals inside (no more than two at any time). The Guest Artist Dressing Room restroom will also be open at all services, when there is no guest artist programmed.
- HVAC System: All County venues have the following CDC and ASHAE recommended HVAC processes in place:
 - Air filters replaced routinely
 - Daily purging of HVAC systems
 - Increased circulation of outside air to a minimum of 20% (from a standard 10%) and opened up to 100% based on outside air temperature and its effect on the ability to maintain indoor temperatures.
 - Use of MERV 11 filters at Abravanel Hall; Use of two stage filtration system (MERV 11 and MERV 15-17 grade) at Capitol Theatre.
- Signage is posted throughout the building covering: safe social distancing procedures, correct face-covering care, proper handwashing regimen, information about COVID-19 and cleaning protocols.
- Guests will not be allowed backstage under any circumstances.

Safety Protocols – Service Lengths, Distancing & Testing:

- **Abravanel Hall:** We will utilize our 12-foot extension (when necessary) and keep the stage flat to allow for as much distance between musicians as has been recommended by medical professionals and venue airflow studies.

- Strings / Percussion / Harp / Keyboard: masked, distanced at 6 feet, and limited to 90 minutes.
- Winds / Brass: masked when not playing, seated as closely to the airflow study recommendations as possible, distanced at 10 feet, limited to the final 60 minutes of services.

Use of Winds / Brass may be increased to 90 minutes when one of the following conditions is met:

1. A daily (administered daily and 24 hours or less for results) testing regimen for those Winds / Brass working on a given week.
 2. MERV 13 (or equivalent) or better filtering.
- Vocalists: masked when not performing, staged in consultation with the airflow study, distanced at 20 feet, limited to the final 60 minutes of services.

Use of Vocalists may be increased to 90 minutes and distance reduced to 15 feet when two of the following conditions are met:

1. A daily (administered daily and 24 hour or less for results) testing regimen for those Vocalists working on a given week.
2. MERV 13 (or equivalent) or better filtering.
3. Wearing a mask while performing.

- **First Tier Room:**

- Strings / Percussion / Harp / Keyboard: masked, distanced at 6 feet, and limited to 90 minutes.
- Services may not be held in the First Tier Room for Winds, Brass, or Vocalists.
- Up to 3 Wind / Brass players may use the First Tier Room for warm-up with Orchestra Personnel Office permission.

- **Capitol Theater:** It is the parties' mutual intent to expand the airflow study of Capitol Theatre to include recommendations on number and utilization of vocalists.

- Strings / Percussion / Harp / Keyboard: masked, distanced at 6 feet apart and limited to 90 minutes. Without a plenum installed, there must be a minimum 5-minute break added in the middle of the service to open the upstage doors to clear the air.
- Winds / Brass: masked when not performing and may only be used in conjunction with a plenum. The plenum design will be approved by the University of Utah engineering team

and the COVID Safety Committee. One row of winds and brass players may be seated directly along the plenum, distanced at 6 feet, and limited to 90 minutes.

- All Musicians will be seated at least 10 feet behind the scrim without a plenum installed. Upon recommendation from the University of Utah engineering team and approval by the COVID Safety Committee, Musicians may be seated closer to the scrim with a plenum in place.
- Vocalists: masked when not performing, staged at least 5 feet in front of the scrim, and limited to 2 vocalists singing onstage at a time.

The number of Vocalists singing onstage at a time may be increased when the following conditions are met:

1. A daily (administered daily and 24 hours or less for results) testing regimen for those vocalist working on a given week.
2. Approval by the COVID Safety Committee.

- **Production Studios / Other Indoor Venues:**

- Strings / Percussion / Harp / Keyboard: masked, distanced at 6 feet, and limited to 90 minutes.
- Winds / Brass: masked when not playing, distanced at 10 feet, limited to the final 60 minutes of services.
- No Vocalists.
- Parameters for indoor venues may be adjusted upon mutual agreement between the Symphony and the COVID Safety Committee. Venue safety details will be provided to the COVID Safety Committee, upon request, with time to comment and recommend any desired changes.

- **Outdoor Venues:**

- Outdoor venues should be well-ventilated with more than one side open to the outside air.
- Strings / Percussion / Harp / Keyboard: masked, distanced at 6 feet, and limited to 90 minutes.
- Winds / Brass: masked when not playing, distanced at 10 feet, limited to 90 minutes.
- Vocalists: masked when not performing, distanced at 15 feet, limited to 90 minutes.

- **Schools / Tours / Bus Travel:** No services until safety protocols can be agreed to by the parties.
- No musicians will share stands or chairs over the course of a week.
- Plexiglas Shields / Barriers will not be utilized.
- Egress: Stage Right-most players shall exit first directed by Stage Manager and/or Orchestra Personnel.

- Spit pads will be provided for wind and brass players. We ask that individual musicians dispose of their own pads following the final service of a day to help keep our crew safe.

Library: All concert music will be digitized and then printed for individual preparation and performance. The digitized parts will be available on the Musicians' shared Google Drive.

- Prior to placement on the shared Google drive, string masters will be distributed to the Concertmaster and section principals for bowing and necessary edits (this may be done digitally). String parts will then be digitized and printed for each individual player, presuming 1 player to a stand. Where requested, 8.5x11 copies of relevant pages will be made for players to tape into their parts to facilitate page turns. Should you require such a page, please specify the page number to be copied and it will also be placed in your mailbox.
- The printed parts for stage use and practice will be placed in the assigned musicians' mailboxes for pick up.
- Musicians and conductors will be responsible for placing and removing all music on stage to reduce unnecessary traffic and contact by Librarians on stage. In order to reduce possible surface spread, there will be no folders provided or placed on stage.
- Following the final use of these copied parts, musicians will be free to either keep the materials in their personal libraries, or to dispose of them as they choose. The Library will not accept returns to minimize contamination in the Library.
- At no point will Librarians touch materials once they have been placed in the mailboxes.
- The Librarians will handle all materials with sanitizer and gloves while wearing masks to minimize any contamination.
- During the pandemic, no one, other than the Librarians, will be allowed in the Library. Personal requests for materials not programmed should be made by emailing the Librarians. All requests will be answered within 48 hours, either by providing digitized materials through return email, or printed 8.5x11 physical parts placed in the musician's mailbox. If you need something the day of a service, please call the Library.
- The Symphony will provide a safe place for the Librarians to work. Work spaces and schedules (when necessary) for Librarians will be staggered.

Shared Instruments/Equipment:

- Stools and benches will be personalized and labeled where possible.
- Harps will be designated to specific personnel.
- Earplugs / Cough drops / Kleenex / Pencils: We encourage musicians to supply their own. These items will be available with a hand sanitizer station close by. We ask that each musician dispose of their own refuse following each service to help keep our crew safe.
- **Percussion Area:** Percussionists should avoid sharing equipment, sticks, and mallets as much as possible during all services. Hands should be cleaned before using any instrument that may need to be used by another percussionist during the week. If sharing of instruments or mallets directly is absolutely necessary, hands should be cleaned before and after the service, and the instrument and / or mallets should be cleaned at the end of the service. All equipment should be cleaned

before being returned to the storage room. A UVC wand may be used to clean equipment that cannot be cleaned by disinfectant wipes or liquids. Every attempt should be made to set up equipment the day before a service to avoid crowding of the storage room—schedule must be worked out with Kate Henry in order to communicate accurately with our County hosts. Timpanists will have their own assigned stools.

Sanitization Procedures: Salt Lake County Arts & Culture is responsible for the cleaning of all backstage spaces (except for instrument storage room and conductor suite). We will uphold EPA standards and follow CDC guidance.

- County Operations staff and all cleaning contractors will employ cleaning routines and use products in accordance with CDC and County Health Department guidelines.
 - All cleaning and disinfecting products will meet EPA criteria for use against the COVID-19 virus.
 - Cleaning routines will ensure that cleaning products maintain proper surface exposure time to adequately disinfect the surface.
- Prior to each event, A&C staff and contracted cleaning crews will conduct a thorough cleaning and sanitizing routine, including electrostatic cleaning, according to CDC and Health Department standards.
 - Cleaning cannot start until the auditorium and backstage are completely empty of performers, crew, and patrons to avoid recontamination.
- Dedicated venue staff or contracted cleaning crews will sanitize high touch areas before, during, and after performances.
 - Elevator buttons, stair railings, drinking fountains, and door handles.
- Cleaning contractors are responsible to check each employee for symptoms before every shift (verbal or checklist).

Personnel Office: Access to the personnel offices will be limited to musician meetings that have been scheduled in advance. Forms will be available online in the musician portal. If you do not have access to a printer, please request a hardcopy through Walt or Andrew and they will provide the requested paperwork in your mailbox at the next service. A personnel mailbox will be made available outside the offices.

Meetings: In-person meetings are discouraged and should be done virtually. If an in-person meeting is essential you should consult Kate Henry and she will arrange an appropriate space that allows for social distancing.

COVID-19 Exposure:

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms may have COVID-19. Stay home and obtain a medical test if symptoms persist for 3-5 days. Immediately seek medical care, however, if you are having trouble breathing, you are breathing very fast, you are weak and unable to stand or you are displaying blue color around the lips or face.

- Fever or chills
- Cough

- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea, vomiting or diarrhea

What should I do if I test positive for COVID-19?

- Isolate right away—stay home and away from other people as much as possible. The health department and/or USUO will call you to find out who you were in close contact with up to 2 days before getting sick or testing positive. The health department may also call USUO to gather contact tracing information.
- Call Orchestra Personnel immediately.
- Your household should quarantine for 14 days.
- You cannot return to work until your symptoms discontinue and you have been fever-free for 24 hours without medicine AND it has been at least 10 days since you first had symptoms or tested positive. If you have been told by a public health worker that you can end isolation and you are feeling well, you should return to work. A doctor's note will not be required to return to work.

What should I do if I was in close contact with someone who tested positive for COVID-19?

- The health department and/or USUO will ask you to quarantine for up to 14 days.
- [Close contact](#) means someone was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period* starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated.
- Call Orchestra Personnel immediately.
- Your household does not need to quarantine unless you develop symptoms and test positive for COVID-19.
- If you have been told by a public health worker that you can end isolation and you are feeling well, you should return to work. A doctor's note will not be required to return to work.

Test Results: An employee's test result is considered private health information and is kept confidential by public health. All test results will be reported to the Utah Department of Health and to the local health department in the health district where the employee lives. Public health only shares the names of employees who test positive for COVID-19 with an employer if it is necessary to find others who may have been exposed to the virus. An employee's name or test result is not shared publicly or with the media.

Cleaning after Exposure: Any areas at Abravanel Hall suspected to be exposed to COVID-19 will be closed off immediately. USUO and Salt Lake County Arts & Culture will follow CDC guidelines to wait

24 hours before cleaning the area and will take measures to increase air circulation during this waiting period.

Communication: USUO Administration will receive updates from the CDC, Salt Lake County, and public health authorities in the state of Utah. In the event of any cancellation of services and/or office shutdown prompted by the CDC or local authorities, information will be disseminated through the company via our Emergency Communication Procedures and our emergency text alert system. The Public Health Department and USUO Administration will work together to contact trace should the need arise.

Travel: Regardless of where you traveled or what you did during your trip, take these actions to protect others from getting sick:

- When around others, stay at least 6 feet (about 2 arms' length) from other people who are not from your household. It is important to do this everywhere, both indoors and outdoors.
- Wear a mask to keep your nose and mouth covered when you are outside of your home.
- Wash your hands often or use hand sanitizer.
- Watch your health: Look for symptoms of COVID-19, and take your temperature if you feel sick.

Follow [state](#) and local recommendations or requirements after travel.

Please keep advised of CDC Travel Health Notices when planning a trip:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

Safety Leave: Any Musician who does not fall within the definition of "People at Increased Risk for Severe Illness" from COVID-19 [as defined by the Centers for Disease Control \(CDC\)](#) may, on or before October 17, 2020, request Safety Leave for the remainder of the Waiver Period. During Safety Leave a Musician will be granted an unpaid leave of absence, and will continue to receive health benefits.
